Job Code

CITY OF RIVERSIDE

Approved/Adopted Date

9130

HUMAN RESOURCES DEPARTMENT

05/22/01
Revised

CLASSIFICATION SPECIFICATION

TITLE: **DATA TECHNICIAN**

DEFINITION

Under general supervision, to perform highly responsible and technical data reporting support work; to gather, organize, interpret, and categorize data; to develop and maintain specialized database systems; to develop a variety of routine and customized reports; to provide routine information system support for system software and hardware; and to do related work as required.

REPORTS TO: Varies

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher-level personnel.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Design, develop, modify, and maintain customized databases for the tracking of statistical information.

- Collect information and statistical data related to area of assignment; organize and maintain manual and electronic files.

- Review, interpret, categorize, and enter information in database.

- Extract data and develop a variety of regular and customized reports, charts, graphs, and maps.

- Compile data and complete a variety of reports and surveys; distribute reports to various staff as required.

- Respond to a variety of requests for data; make oral presentations; conduct training for staff related to data maintenance and findings.

- Establish and maintain effective working relationships with internal and external contacts in the course of work.

- Provide routine information system support for system software and hardware.

- Participate as a member of the department's automation committee; coordinate with Information Systems Department to develop departmental hardware and software needs; assist in developing requests for proposals for departmental automation and system needs.

- Operate a computer and related equipment.

- Follow departmental operating procedures.

- Testify in court, as required.

QUALIFICATIONS

Knowledge of: (may vary with position and departmental assignment)

- Principles and operations of computers and related equipment including local area network (LAN) and wide area network (WAN).

- Advanced techniques related to computer applications including databases, spreadsheets, word processing, geographical information system (GIS), and related software.

- Principles, practices, and methods of electronic data systems.

- Methods of collecting and evaluating statistical data.

- Effective methods to present statistical information in written, graphical, and oral formats.

Ability to: (may vary with position and departmental assignment)

- Operate all departmental computer equipment and troubleshoot system problems at a routine level.

- Design, develop, modify, and maintain data base systems to meet departmental needs.

- Extract data and develop a variety of customized reports, charts, graphs, and maps.

- Work both independently and as a team member.

- Understand and follow oral and written instructions, flow charts, and documentation.

- Interpret and apply oral and/or written instructions.

- Interpret and categorize data.

- Work nights, weekends, and on-call, as required.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

> *Education*:   Equivalent to completion of the twelfth grade supplemented by specialized courses in information technology, computer operations, and software applications.

> *Experience*:   At least one year of experience in the operation of computers and related equipment, in the development and maintenance of customized database applications, and in the use of other software including word processing and spreadsheets. Experience in Geographic Information Systems (GIS) is highly desirable (depending on position and department).

MEDICAL CATEGORY: Group 1

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Data Technician

TO: Police Administrative Specialist, Management Analyst (Crime Analyst), Administrative Analyst, Engineering Aide, or Senior Police Service Representative